APOLOGY STRATEGIES AMONG L2 SPEAKERS IN MALAYSIA

ROSLEEN BINTI KHAIRI

Dissertation submitted in partial fulfillment of the requirements for the degree of

Master of Education
(TESL)

Faculty of Education

FEBRUARY 2015
AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student : Rosleen Binti Khairi
Student I.D. No. : 2011999609
Programme : Master in Education (TESL) (Hons)
Faculty : Education
Dissertation Title : Apology Strategies among L2 speakers in Malaysia
Signature of Student : .............................................................
Date : February 2015
ABSTRACT

This is a descriptive comparative study which investigated the apology strategies of Malay, Chinese and Indian L2 speakers in Malaysia. Gee and Murata (2014) described that Asians are often characterized as polite, apologetic and non-threatening behaviour. However, the question whether this stereotype of Asians being as described was raised. A purposeful sampling was used to collect data from 18 respondents, 6 from each ethnicity. Using a 10-item questionnaire based on Bataineh and Bataineh (2006), it was found that in the patterns constructed by the speakers, the Chinese and Indian male respondents preferred compensation in that the wrongdoer offers to replace the damaged object or pay for it, while, the Malay male respondents tend to describe the damage or changes inflicted on the object to the hearer. The Chinese and Indian female respondents on the other hand, applied the same pattern as the male counterparts while the Malay female respondents favoured reparation in which the wrongdoer attempts to repair the damage inflicted on others by offering words that may cause the harm done to be forgotten (Bataineh & Bataineh 2006). This research is hoped to contribute to the existing literature on pragmatics and apology strategies of Malaysians and their politeness level.
ABSTRAK

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful, Alhamdulillah for this opportunity to embark on my Master’s Degree and for completing this long and challenging journey successfully. My gratitude goes to my supervisor Dr. Kaarthiyainy Supramaniam for her time and guidance in helping me complete this dissertation until submission.

Special thanks to my best friend, Zairrienoor Zairrin Zainudin for being a great friend in motivating me throughout the whole journey. Not forgetting my colleagues, Rozza Elena Rosli, Nurbuda Badrul Hisham and Razol Mahari Ali for their assistance and support for the past one year.

My deepest gratitude goes to my beloved parents, Khairi Bin Haji Shaari and Rohani Binti Yusof for their endless love, prayers and encouragement. Thank you for believing in me.

Finally, this dissertation is dedicated to my other half, Mohamed Saiful Hizamie Mohamed Norhisham for his endless support, patience and for being there when I needed him most. To those who indirectly contributed in this research, your kindness means a lot to me. Thank you very much.